



## **Economic Support Specialist I**

The Economic Support Division within Jefferson County Human Services serves Jefferson County residents who are low income, faced with an economic setback, and/or need additional financial support as they work towards greater self-sufficiency.

The division is looking to add multiple client-focused Economic Support Specialists that will assist residents by assessing and determining eligibility, and by providing case management services that are in compliance with Federal, State, and County economic support related programs.

As an efficient and effective Economic Support Specialist, you will be responsible for:

- Operating in a call center environment to assist customers with applications, questions, changes, and general information
- Interviewing applicants in person, by phone, and through electronic filing in order to determine eligibility
- Understanding Federal and State policies for all programs
- Providing ongoing financial case management services
- Evaluating need for services and assisting with referrals
- Reviewing benefits for potential overpayments and completes benefit recovery calculations
- Variety of other tasks needed

Starting wage: \$20.34 per hour; starting pay is based on qualifications and experience upon hire. Position is full-time, 40 hours per week with a competitive benefits package; details are provided at the below link:

[https://www.jeffersoncountywi.gov/departments/human\\_resources/pay\\_and\\_benefit\\_information.php](https://www.jeffersoncountywi.gov/departments/human_resources/pay_and_benefit_information.php)

### **Qualification Requirements:**

- Associates degree in Accounting, Human Services or related field; with one year experience; or an equivalent combination of education and experience.

### **Qualifications Preferred:**

- Bilingual

Applications will be accepted until this position is filled; however, initial screening of applicants will begin: **April 7, 2023**

Application and position details are available at [www.jeffersoncountywi.gov](http://www.jeffersoncountywi.gov) or Jefferson County Human Resources: 311 S. Center Ave. Room 111, Jefferson, WI 53549.

*Jefferson County is an Equal Opportunity Employer*